

**PERSONNEL SUPERVISOR I  
DEPARTMENT OF JUSTICE**

**DEPARTMENTAL PROMOTIONAL  
SPOT - SACRAMENTO**



State of California  
**DEPARTMENT  
OF JUSTICE**  
P.O. Box 944255  
Sacramento, CA 94244-2550

CALIFORNIA STATE GOVERNMENT • AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, CREED NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION.

IT IS THE OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

**FINAL FILING DATE**

**MARCH 28, 2006** - Examination Applications (Form STD. 678) must be **POSTMARKED (U.S. MAIL)** no later than the final filing date. Applications must have an original signature. Applications postmarked, personally delivered, faxed or received via interoffice mail after the final filing date will not be accepted for any reason.

**WHO SHOULD APPLY**

Applicants who meet the minimum qualifications by the final filing date as stated on this bulletin. Applicants must have a permanent civil service appointment with the Department of Justice as of the final filing date in order to take this examination. Employees who have limited-term appointments in the department for which the examination is being given (provided they have had a permanent appointment and no subsequent break in service) are allowed to participate in department promotional examinations in the new department.

**HOW TO APPLY**

Applications (Form Std 678) may be downloaded from the State Personnel Board's website at [www.spb.ca.gov](http://www.spb.ca.gov). Applications **MUST** be mailed to or filed in person with:

**Mailing Address:**

Department of Justice  
Testing and Selection Unit  
P.O. Box 944255  
Sacramento, CA 94244-2550

**File in Person:**

Department of Justice  
Testing and Selection Unit  
1300 "I" Street, 1st Floor Lobby  
Sacramento, CA 95814

**DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD.**

**IN-BASKET EXERCISE  
QUALIFICATIONS  
APPRAISAL INTERVIEW  
SPECIAL TESTING  
ARRANGEMENTS**

It is anticipated that Qualifications Appraisal Interviews will be held in **April/May 2006**.

If you are an individual with a disability and need reasonable accommodation to participate in this examination, please mark the box in question #2 on the "Examination Application". You will be notified in writing to determine what assistance can be provided.

**SALARY**

Personnel Supervisor \$3481 - \$4155

**ELIGIBLE LIST  
INFORMATION**

A departmental promotional eligible list will be established for the Department of Justice. The list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

Positions exist in Sacramento only with the Department of Justice.

**REQUIREMENTS FOR  
ADMITTANCE TO THE  
EXAMINATION**

All applicants must meet the experience requirements for this examination by the final filing date.

**CONTINUE TO THE NEXT PAGE**

## PERSONNEL SUPERVISOR I

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### MINIMUM QUALIFICATIONS

One year of experience in the California state service performing the duties of a Personnel Specialist, (Range D), Senior Personnel Specialist, or Personnel Services Supervisor I.

### DEFINITION OF TERMS IN THE MINIMUM QUALIFICATIONS

***“Performing the duties of”*** – means the applicant must have the amount of experience in State service in the class specified (or on a training and development (T&D), limited term, or approved out-of-class assignment to the class.

### THE POSITION

This is the first supervisory level in the series and incumbents are responsible for one or more personnel transactions programs. Under general supervision, incumbents supervise a staff of Personnel Specialists performing personnel/payroll transactions functions. There may be functional supervision of lower-level Personnel Specialists in geographically separated locations. Incumbents develop and provide training and technical assistance to internal and departmental staff.

### EXAMINATION INFORMATION

The examination will consist of an In-Basket Exercise and an Oral Interview.

The **In-Basket Exercise** will ask candidates to review, prioritize and make decisions in reference to handling materials of varying importance and priority. Candidates will be allotted time prior to entering the interview room to complete the in-basket exercise. The interview panel will score the exercise separately using a predetermined rating scale and predetermined scoring criteria. This testing component measures the following knowledge, skills and ability.

#### KNOWLEDGE OF:

1. How to use the on-line system to enter (“key”) and retrieve information from the State Controller’s Office (SCO) computer database.
2. The Department’s upward mobility program in order to provide information to subordinates and enhance their career opportunities.
3. How to communicate orally to provide information, direction and ensure consistency so that information is conveyed and communications are received as intended.

#### SKILL TO:

1. Critically assess one’s skills and job performance to identify areas that require improvement and mean of addressing them (e.g., training, courses, additional assignments).
2. Work productively with colleagues and staff with different backgrounds and capabilities.
3. Cope and communicate effectively with individuals who are angry, uncooperative, or hostile, including co-workers and clients, while maintaining work productivity and professionalism.
4. Direct the work of others, (e.g., Personnel Specialist) to ensure projects are completed, including communicating expectations, delegating, monitoring progress, and providing feedback.
5. Follow directions given by supervisors and managers to ensure work is completed per their instruction.
6. Apply laws, rules, regulations, and bargaining contract provisions concerning personnel transactions to ensure conformity, consistency, and compliance.
7. Organize documents (paper and electronic), including sorting and arranging of files, to facilitate completion of work and allow others to find information they seek.

#### ABILITY TO:

1. Problem-solve properly by identifying the nature of problems, generating alternatives, and implementing solutions and approaches that successfully address the problems.

**CONTINUE TO THE NEXT PAGE**

**EXAMINATION  
INFORMATION  
(Continued)**

The **Oral Interview** will consist of predetermined job-related questions. Candidates will be provided a copy of the interview questions to review for a brief period of time before entering the interview room. The interview panel evaluates the candidate's responses to each of the questions using a predetermined rating scale and predetermined scoring criteria. This testing component measures the following knowledge, skills and ability:

**KNOWLEDGE OF:**

1. Laws, rules, and regulations and bargaining unit contracts regarding disciplinary actions in State service.
2. How to use the on-line system to enter ("key") and retrieve information from the State Controller's Office (SCO) computer database.
3. The Department's upward mobility program in order to provide information to subordinates and enhance their career opportunities.
4. How to communicate orally to provide information, direction and ensure consistency so that information is conveyed and communications are received as intended.

**SKILL TO:**

1. Critically assess one's skills and job performance to identify areas that require improvement and mean of addressing them (e.g., training, courses, additional assignments).
2. Seek assistance from supervisors and other co-workers to ensure job duties are performed properly and efficiently.
3. Work productively with colleagues and staff with different backgrounds and capabilities.
4. Communicate effectively with individuals who are reluctant, afraid, and/or anxious and whose input and/or participation may be needed to complete a work assignment.
5. Cope and communicate effectively with individuals who are angry, uncooperative, or hostile, including co-workers and clients, while maintaining work productivity and professionalism.
6. Direct the work of others, (e.g., Personnel Specialist) to ensure projects are completed, including communicating expectations, delegating, monitoring progress, and providing feedback.
7. Display empathy and concern toward others to help ensure that they feel their needs are being met.
8. Listen carefully and objectively to information and ideas presented orally so that information is conveyed and communications are received as intended.
9. Organize documents (paper and electronic), including sorting and arranging of files, to facilitate completion of work and allow others to find information they seek.

**ABILITY TO:**

1. Problem-solve properly by identifying the nature of problems, generating alternatives, and implementing solutions and approaches that successfully address the problems.
2. Effectively perform job tasks during stressful working conditions (e.g., tight deadlines, heavy workload).

There will be one score based on the combined in-basket exercise and the oral interview. In order to obtain a position on the eligible list, a minimum rating of 70.00% must be obtained.

**IN-BASKET EXERCISE/QUALIFICATIONS APPRAISAL INTERVIEW - WEIGHTED 100%****ADDITIONAL  
DESIRABLE  
QUALIFICATIONS**

Familiarity with automated systems.

**VETERANS  
PREFERENCE CREDITS**

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**Veterans' preference credits** will not be granted in this examination.

**CAREER CREDITS**

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**Career Credits** will not be granted in this examination.

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**GENERAL INFORMATION**

**The Department of Justice** reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all candidates will be notified.

**It is the Candidate's Responsibility** to contact the Department of Justice, (916) 324-5039, TDD (916) 952-8396 three days prior to the written test date if he/she has not received his/her notice.

**For an examination** without a written feature it is the candidate's responsibility to contact the Department of Justice, (916) 324-5039, TDD (916) 952-8396 three weeks after the final filing date if he/she has not received a progress notice.

**If a candidate's notice** of oral interview or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

**Applications** are available at the Department of Justice Offices ([www.ag.ca.gov](http://www.ag.ca.gov)), State Personnel Board Offices ([www.spb.ca.gov](http://www.spb.ca.gov)), and local Offices of the Employment Development Department ([www.edd.ca.gov](http://www.edd.ca.gov)).

**If you meet the requirements** stated on the reverse, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination described on the other side of this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

**Examination Locations:** When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, interviews are scheduled in Sacramento, San Francisco, and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

**Eligible Lists:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub divisional promotional, 2) departmental promotional, 3) multi departmental promotional, 4) service wide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin.

**Promotional Examinations Only:** Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2 and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices or at the Information Counter of State Personnel Board offices.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

**High School Equivalence:** Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

If hearing impaired, call the California Relay Service.

1-800-735-2929 (From TDD Phone)

1-800-735-2922 (From Voice Phone)

TDD is Telecommunications Device for the Deaf and is reachable only from telephones equipped with a TDD device.

DEPARTMENT OF JUSTICE  
TESTING AND SELECTION UNIT  
P. O. BOX 944255  
SACRAMENTO, CA 94244-2550  
(916) 324-5039